

DATE: 02/17/2021

TO: City Clerk

FROM: Peter Svarzbein Representative of District 1

ADDRESS: 8001 N. Mesa E-118 TELEPHONE 915-205-1469

Please place the following item on the (Check one): CONSENT XXX REGULAR \_\_\_\_\_

Agenda for the Council Meeting of March 2, 2021

Appointment of Tephania Hopper to the Veterans Affairs Advisory Committee by

Item should read as follows: Representative Peter Svarzbein, District 1

**BOARD COMMITTEE/COMMISSION APPOINTMENT/REAPPOINTMENT FORM**

NAME OF BOARD/COMMITTEE/COMMISSION: Veterans Affairs Advisory Committee

NOMINATED BY: Representative Peter Svarzbein DISTRICT: 1

NAME OF APPOINTEE Tephania Hopper  
(Please verify correct spelling of name)

E-MAIL ADDRESS: N/A

BUSINESS ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ ST: \_\_\_\_\_ ZIP: \_\_\_\_\_ PHONE: \_\_\_\_\_

HOME ADDRESS: N/A

CITY: N/A ST: TX ZIP: N/A PHONE: N/A

DOES THE PROPOSED APPOINTEE HAVE A RELATIVE WORKING FOR THE CITY? YES: \_\_\_\_\_ NO X

IF SO, PLEASE PROVIDE HIS OR HER NAME, CITY POSITION AND RELATIONSHIP TO THE PROPOSED APPOINTEE: NONE

HAS APPOINTEE BEEN A MEMBER OF OTHER CITY BOARDS/COMMISSIONS/COMMITTEES? IF SO, PLEASE PROVIDE NAMES AND DATES: NONE

**LIST ALL REAL ESTATE OWNED BY APPOINTEE IN EL PASO COUNTY (BY ADDRESS):**

NONE

WHO WAS THE LAST PERSON TO HAVE HELD THIS POSITION BEFORE IT BECAME VACANT?

NAME OF INCUMBENT: Andrea Hutchins

EXPIRATION DATE OF INCUMBENT: 09/07/2021

REASON PERSON IS NO LONGER IN OFFICE (CHECK ONE): TERM EXPIRED: \_\_\_\_\_  
RESIGNED X  
REMOVED \_\_\_\_\_

DATE OF APPOINTMENT: 03/02/2021

TERM BEGINS ON : 03/02/2021

EXPIRATION DATE OF NEW APPOINTEE: 09/07/2021

PLEASE CHECK ONE OF THE FOLLOWING: 1<sup>st</sup> TERM: \_\_\_\_\_  
2<sup>nd</sup> TERM: \_\_\_\_\_  
UNEXPIRED TERM: X

# Tephanie L. Hopper

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## **PROFESSIONAL EXPERIENCE**

### **Army Volunteer Corps Manager, GS-301-11**

US Army Installation Management Command (IMCOM)  
Directorate Morale Welfare & Recreation-Fort Bliss, Texas

06/2005-Present  
Hours per week: 40

#### Duties, Accomplishments, and Related Skills:

**PROGRAM MANAGER:** Serve as Program Manager with the Army Community Service. Currently, manage the Fort Bliss Army Volunteer Corps program. Assess organizational needs and capacity for volunteers. Developed numerous strategic partnerships between the Fort Bliss Army Volunteer Program and various non-profits. Assist managers in forecasting the impact of staff changes to reduce staff shortages. Implement and support volunteer management policies, strategies, practices, and projects—published standard operating procedures, orientation handbooks, articles, and other media for publication and dissemination. Conduct planning to gather and interpret information and data for assessing volunteer and staffing requirements. Plan and implement strategic action plans for program performance improvement and change management. Track priorities and evaluate plans to ensure mission coverage. Advise executive leadership, managers in volunteer management, regulatory compliance, employee relations, and recruitment. Meets budgetary objectives and adjust program constraints based on financial analysis.

**TRAINER:** Proven work experience as a trainer, training coordinator, and facilitator. Formulates teaching outline and determines instructional methods such as individual training group instruction, lectures, conferences, and workshops. Designed and implemented highly informative management classes for an audience of fifty to 100 in attendance and frequently recognized as knowledgeable, energetic, and provided training and presentation to over 1000 in the past year with a 98% success rate.

**RECRUITMENT AND MARKETING:** Analyze and evaluate an organization's current volunteer staffing situation, including turnover and vacancies. Guide management on all recruitment and placement issues and recommend methods and strategies to resolve the loss of skilled volunteers. Coordinate organizations' specific recruitment needs to ensure prospective volunteers emerge who possess the requesting manager's desired skills and knowledge. Liaise with public relations and media contacts. Recommends priorities, develop strategies, and directs the execution of market research, analysis, and assessment.

**SOCIAL MEDIA:** Developed integrated social-media plan with Facebook, Instagram, and Twitter, increasing conversion rates by 40 percent and monthly customer engagement by 30 percent. Craft engaging posts, analyze campaign performance and communicating with people via the company's social channel.

## **Key Accomplishments**

- Selected by the Army to teach at the Points of Light Volunteer Conference, where nonprofit, government, business and civic leaders go to connect, collaborate, gain and share the knowledge and resources needed to galvanize the power of people to create change.
- In partnership with Fort Bliss Employment Readiness Program, led the Fort Bliss Teen Volunteer and Job Fair, resulting in over 90% of the teens receiving jobs and volunteer opportunities.
- Wrote the Fort Bliss Army Volunteer Corps Standard Operating Procedures, Army Community Service Volunteer Handbook and Fort Bliss Installation Awards Handbook.

**Equal Opportunity Counselor (Collateral Duty)**  
 US Army Installation Management Command (IMCOM)  
 Directorate Morale Welfare & Recreation-Fort Bliss, Texas

10/2018-Present  
 Hours per week: 2

Duties, Accomplishments, and Related Skills:

**EQUAL EMPLOYMENT OPPORTUNITY (EEO) COUNSELOR (Collateral Duty)**

Evaluate formal complaints of discrimination filed by federal employees. Advise the aggrieved person about the EEO complaint process. Determine the claim(s) and basis (es) raised by the potential complaint. Conduct an inquiry during the initial interview with the aggrieved person to determine jurisdictional questions—Drafts analytical decisions supported by EEO case law, special emphasis on employment, and reasonable accommodations. Facilitate meetings to resolve employment disputes.

**Podcast Host and Producer**  
 Talking Nonprofits with Tephania

07/2020-Present  
 Hours per week: 3

Duties, Accomplishments, and Related Skills

Plan the show and research topics. Provide commentary that engages the audience, write show scripts, book guest, interview guests and record the podcasts. Track producing and managing audio production. Create social media posts and website write ups to promote the podcast.

- Recorded nearly 30 shows with such guest as the Headstrong Project Executive Director, Mission Continues Executive Director and American Heart Association Vice President
- Received over 2500 plays since July

**Volunteer Roles:**

**Diversity Director (Volunteer)**  
 El Paso Society of Human Resource Manager (SHRM)

01/2020-Present  
 Hours per week: 2

Duties, Accomplishments, and Related Skills

Lead diversity and inclusion efforts of El Paso SHRM. Identify activation tactics that build alignment and commitment with leaders at every level of the community—from the executive directors, to the middle managers and individuals to help increase diversity and inclusion. Provide presentations help to identify both diversity programs and speakers for conferences or chapter programs. Coordinate efforts in developing diversity initiatives that can serve as models for other.

**Mediator (Volunteer)**

01/2019-Present

Alternative Dispute Resolution Center

Hours per week 2

Duties, Accomplishments, and Related Skills:

MEDIATOR: Facilitate communication between the parties in conflict to help them reach a voluntary resolution to their dispute that is timely, fair, and cost-effective. Assess the capacity of the parties to negotiate their interests effectively. Resolve problems that often involve conflicting or incomplete information. Developed the ability to find common ground by succinctly and impartially summarizing complex employment issues, such as the cause of the disciplinary problems, complaints, and absenteeism. Conduct the mediation process impartially.

**Chapter Captain (Volunteer)**

Team Red, White, and Blue (RWB)  
El Paso, TX

03/2017-03/2018

Hours per week: 10

Duties, Accomplishments, and Related Skills:

CHAPTER CAPTAIN: Responsible for chapter conduct and mission accomplishment for 1200+ members. Grew chapter membership by 20% by recruiting and leading 35 volunteer leaders through effective communication and authentic relationships. Coordinated and hosted 118 local events with 1,200+ participants and assisted Outreach and Engagement Directors in establishing and growing several key relationships, to include Veterans Nonprofit, Veterans One-Stop-Shop, Trail Race Over Texas. Controlled chapter expenditures of 10K, properly executed for local events to enrich the lives of members. Managed monthly newsletters, events, memberships, and reports through the CRM platform and Salesforce. Oversaw approximately 35 volunteers. Collaborated with the team and increased membership by 40%. Coordinated the Eagle Leadership Camp with over 25 Eagle Leaders in attendance. Collaboratively with the group organized the Old Glory Relay, a 4,300-mile journey across America to honor and connect veterans while celebrating all that unites us as a nation.

## **EDUCATION & DEPARTMENT OF DEFENSE PROFESSIONAL EDUCATION**

- Enrolled in the MBA with a concentration in Human Resource with Park University, Completion Expected March 2021
- BS in Health Care Management, Park University, 2005
- Army Volunteer Corps Program Managers Course, MWR Academy, 2005
- Advanced Special Events Management, MWR Academy, 2006
- Marketing 101, MWR Academy, 2006
- Army Community Service Master Training Course, MWR Academy, 2009
- Contract Officer Representative, 2017
- Equal Employment Opportunity Counselor Training, 2018
- Alternate Mediation Training, Justice Center Atlanta 2018
- Active Shooter Train the Trainer, Texas A & M, 2019
- Civilian Education System-Intermediate Course, 2020

## **ADDITIONAL TRAINING**

- Introduction to Public Relations-University of Texas-El Paso, 2005
- Strategic Human Resource-University of Texas El Paso, 2016
- Project Management-University of Texas El Paso, 2016
- Diversity and Inclusion and the New Leader-Society of Human Resource Management, 2018
- FMLA: What It Is and How to Prevent Abuse: Society of Human Resource Management, 2019
- Employing Abilities @ Work Certificate: Society of Human Resource Management, 2019

## **AWARDS & RECOGNITION**

- Federal Executive Association of El Paso-Excellence in Public Service, 2015
- Extraordinary Ladies in the Community, 2018
- MWR Team Award, 2018
- Greater Chamber of El Paso Star on the Mountain Certificate, 2019
- El Paso Society of Human Resource-Member of the Month, 2019